INTraining FAQ

User Accounts

Q: How do I establish a username and password?

  A. If you wish to have access to the INTraining portal you will need to register for a user account. Please visit the INTraining portal and click "register" at the top right corner of the screen. The INTraining account will link to Access Indiana, if you do not already have an Access Indiana account, you will need to create one as well. The same email should be used for each account.

Q: A provider staff member no longer works for the provider and did not provide his or her user name, password, or pin for the account. How can I deactivate the account?

  A. Any user listed as an admin user within the INTraining portal may enable or disable other user accounts at the training provider.

Application Review and Statuses

Q: Can you rush my application, I need my program application to be approved quickly?

  A. Once an application is approved, the process cannot be escalated as INTraining is automated and the system can take anywhere from 24-48 hours to update.

  B. Applications are reviewed in the order in which they are received. Once the program application has undergone the review process, you will receive an email notification of its status. Program approval is then granted based on the application having meeting all requirements.

Q: How long does it take for the application to be approved?

  A. Provider applications can take up to 30 days for approval, and program applications can take up to 10 business days for approval. However, approval time may vary as there are multiple checks that go into the Provider and Program application review process.

Q: The provider no longer offers a particular program at any location, how can we delete the program?

A. Programs that have had enrollees cannot be deleted. If you wish to have inactive programs terminated from INTraining, please email a request to INTraining@dwd.in.gov and provide the program number(s).

Q: **How can I add/remove an approved location from an approved program?**

A. You may add/remove approved programs through your dashboard. Please access the INTraining portal utilizing Chrome browser. Please follow these steps:

- From the dashboard, go to the '**Programs**' section;
- Select the main program you wish to add/remove a location;
- Select '**Enable Editing'**;
- Then proceed to the '**Program Description**' page of the application;
- From here you will be able to check/uncheck any approved location;
- Lastly, be sure to **confirm** and **save** your changes.

Q: I have another/new location that offers training for a program I already have approved. How can I add that program to the new location?

A. A provider application for each location must be submitted. Once the provider location application has been reviewed and approved, the location may be added to existing approved programs; or, new program applications may be submitted for that location.

Q: I'm having issues with my provider/program application or submitting data. How can I get assistance?

A. Please send an email to INTraining@dwd.in.gov or contact representatives via Bomgar to receive technical support.

Q: What is the status of my provider/program application?

A. Please access the INTraining portal utilizing Chrome browser. Once logged into your user account, you will be able to check on the status of all applications, review any comments, and retrieve any emails sent to the training provider.

Data Submission and Statuses

Q: How often do I have to update student-level data?

A. Training providers are to report student-level data to DWD via the INTraining portal throughout the program year. Student-level data should be reported at the beginning and end of each cohort.

Student-level data must be reported for ALL students, regardless of funding source. Training providers **must** report student-level data to DWD from July 1st through July 31st, in order to assure accurate data for mandatory Federal Reporting.

Q: I'm having issues with my provider/program application or submitting data. How can I get assistance?

    A. Please send an email to INTraining@dwd.in.gov or contact representatives via [Bomgar](#) to receive technical support.

Q: Why is my program showing as "Pending Data" on the INTraining dashboard?

    A. All providers are required to report student level data for each program year ending June 30 before the July 31 deadline. Any program in a "Pending Data" status did not submit data by this deadline. The program will remain in "Pending Data" status until such data is submitted. Once data is submitted, the program will move to "Suspended" status for a total of 6 months from when the program entered into the "Pending Data" status.

Q: Why is my program showing as "Suspended" on the INTraining dashboard?

    A. "Suspended" program status indicates that a program has lost fundability for a 6 month timeframe due to failure to submit student level data by the deadline. All providers are required to report student level data for each program year ending June 30 before the July 31 deadline. Any program that did not have data submitted by the deadline is placed into a "Pending Data" status. This "Pending Data" status allows training providers to still submit the appropriate data. If a training provider does submit data while the program is in a "Pending Data" status, the program will switch into a "Suspended" status for the remainder of the 6 month non-fundable time period.

Other

Q: Can someone call me?

    A. Please send an email to INTraining@dwd.in.gov requesting a phone call. INTraining will be happy to assist Monday – Friday 8:00am – 4:00pm EST (excluding state holidays).

NextLevel Jobs

Q: I have a question about Nextlevel Jobs; how do I contact them?

    A. You may go to [NextLevel Jobs'](#) website for information.

    B. Please submit all Nextlevel Jobs' questions to the appropriate inbox below:

- o   Workforce Ready Grant credit bearing program: questions@nextleveljobs.org
- o   Workforce Ready Grant non-credit bearing program: workforcereadygrant@dwd.in.gov
- o   Employer Training Grant: bsilk@dwd.in.gov

WorkINdiana

Q: I have a question about WorkINdiana; how do I contact them?

A. You may go to WorkINdiana's website for information.

B. Please submit all WorkINdiana information, documents, and/or questions to the WorkINdiana email box at workindiana@dwd.in.gov.

Adult Education

Q: I have a question about Adult Education; how do I contact them?

A. You may go to Indiana Adult Education's website for information.

B. Please submit all information, documents, and/or questions to the Indiana Adult Education email box at AdultEd@dwd.in.gov.